



DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

Hillsview Properties Plaza, East Highway 34

c/o 500 East Capitol

Pierre, South Dakota 57501-5070

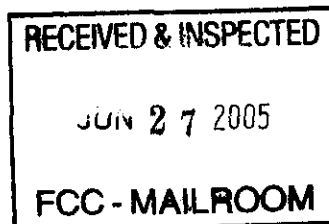
Phone: (605) 773-3195

FAX: (605) 773-5483 TTY: (605) 773-4547

www.state.sd.us/state/dhs

June 20, 2005

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St, SW, Room TW-B204  
Washington, DC 20554



RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2005. CSD (SD's Relay Provider) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. SD is filing a Complaint and Summary log along with a report that indicates the number of complaints received for SD.

1. Annual Complaint logs includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
2. Annual Summary includes total outbound calls, total complaints for the reporting period June 2004 - May 2005, and percentage of complaints to total outbound calls information.
3. Annual Tally Report will be total complaints by category.

As SD's Relay Provider, CSD has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. This log contains a summary of the total number of complaints received for each type of complaint on a month-to-month basis and provides totals for this twelve-month period. SD is confident that CSD's records and systems will support any additional requirements, should the FCC order them. If you have any questions pertaining to this complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

Grady Kickul  
Division Director/DRS  
Department of Human Services

No. of Copies rec'd  
List ABCDE

014

**Complaint Tracking for SD (06/01/2004-05/31/2005). Total Customer Contacts: 29**

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6480883	07/06/04	106372	#29	Customer tried to interrupt the operator from typing out the answering machine message. The space bar typed from customer did not show up until after the message was typed out. Told customer this information would be passed on to our technical trouble ticket was filled out. Customer continued to use foul language to the supervisor after being asked to stop. Supervisor then terminated the call after information was gathered.	07/06/04	No agent error. Agent processed call correctly. Trouble ticket opened.  Spoke with agent; agent did not see any request to interrupt. Supervisor asked agent what to do in this instance; agent demonstrated knowledge of proper procedures. Reviewed procedures with agent.
K6481149	07/16/04	6351	#05	Customer said agent hung up on him. Apologized for the inconvenience and said we would speak with the agent.	07/16/04	Agent said that TTY user hung up. Coached agent on proper procedures. Called customer back and informed him customer was satisfied.
K64256546	10/30/04	6019m	#05	Customer Comments: After I gave the agent the number, he continued to type "go ahead," then disconnected me. (The customer was not specific about whether message was garbled, but call was about places). Response: I thanked the customer for informing me and assured them I would coach the agent in proper call handling.	11/01/04	I spoke with the agent, coaching him on sending messages (message garbled, please repeat), disabling TURBO CODE, or calling a supervisor to help with a garbled message.
K64183398	11/10/04	6041	#05	Agent did not dial out, just disconnected.	11/12/04	Reviewed proper procedures with agent.
K64277982	12/19/04	6359	#04	A VCO customer called to complain that CA 6359 did not use the ringing macro when placing his calls. Customer was confused about whether call was in process or if there was a dialing problem. Customer suggests all agents in this center be reminded to keep customers informed at all times, dialing promptly and using ringing macros on each call. Apologized to customer. Offered to forward suggestion to management. No follow up requested.	12/19/04	Agent did not remember call. Coached agent on proper procedure.
K64356345	01/25/05	6740F	#04	Agent did not respond when asked to repeat agent number. Said hello hello no response. Typed hello agent are you there? No response. Customer hung up. Apologized for inconvenience. No follow up needed.	01/25/05	Technical error. Agent could not hear VCO user. Call came in on TTY line. Agent switched to voice line after opening VCO gate; could not hear anyone. Switched back to TTY line, and recieved garbled msg while
K64375860	01/31/05	6072F	#05	"Agent 6072F was reading customer notes and did not get the number to dial." VCO user was upset because agent asked her to repeat number. Then agent 6072F hung up on her. Apologized for inconvenience. No follow up needed with customer.	01/31/05	Agent froze, trying to open gate to hear VCO and get dial window open and accidentally hit the wrong button and hung up on customer. Supervisor coached agent on importance of not hanging up on customers as well as how to stay calm.
K64376874	01/31/05	0000	#35	Customer is receiving numerous calls from Ghana with fraudulent merchandise orders. He is now receiving emails also.	01/31/05	Customer was called back and explained what FCC and Sprint currently are trying to do with this situation. He appreciated the information and just wanted someone to be aware of it. He was assured that we are dealing with it to improve the situation.
K64379959	02/02/05	6183F	#05	SRO customer reports agent was not patient and kept asking for number customer had entered number to be called agent did not respond then disconnected caller (apologized for problem and advised it could have been technical problem) Customer did not request contact	02/04/05	Agent did not have response from caller. Followed normal disconnect procedures. Gave agent memo for disconnect procedures. Not agent error.
K64436177	02/26/05	6201F	#21	Agent didn't respond to VCO user's greeting. The VCO customer then hung up. Thanked caller for feedback. No follow up requested.	02/26/05	Agent did not remember the call. Agent was confused as to how to lock in a non-branded VCO call to the TTY line. Coached agent to be sure to watch the modem signal light and to open the voice bridge while on the TTY line to lock in the VCO user by bringing up the dial window. Agent requested additional tutoring from trainer. Arranging additional tutoring.

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64436213	02/26/05	6448M	#02	VCO customer could not read agent's words. Thanked caller for feedback. No follow up requested.	02/26/05	Customer's extensive notes ask agent to disable turbocode. Agent's greeting macro was garbled; agent did not have a chance to disable turbocode. Not agent error.
K64436778	02/26/05	6052F	#17	Agent would not answer how they were feeling. Customer wanted a new agent. Thanked caller for feedback. No follow up requested.	02/26/05	Agent would not engage in conversation with customer. Not agent error; agent was following proper procedures.
K64437051	02/26/05	6159M	#17	Asked agent to disable turbocode. Requested a supervisor and there was no response from the agent. Thanked caller for feedback and said would forward to agent's supervisor. No follow up requested.	02/27/05	Agent followed proper procedures by disabling turbo code when asked. Agent sent macro (one moment pls) to customer when asked for a supervisor. Agent not at fault.
K64474559	03/11/05	7118	#07	This agent kept interrupting telling the customer to slow down. Extremely slow typing. Very rude. Apologized for inconvenience, said would forward to appropriate supervisor. No follow up necessary.	03/11/05	The agent ID number identified is not assigned to any employee. The customer did not provide details to allow for further investigation and does not want follow up. No further action possible.
K64509844	03/26/05	6154M	#03	Agent paced customer when agent was instructed not to pace. Apologized for inconvenience and said would follow up with agent. No follow up needed.	03/26/05	Talked with agent and coached him on following directions.
K64510235	03/26/05	6054M	#05	3 agents disconnected this caller. Agent did not respond. Thanked caller for feedback. Noticed that the TTY user was branded VCO. No follow up needed.	03/26/05	Call was branded VCO; agent tried to open gate to hear person talk, then would hear TTY tones. Agent hung up after 2 minutes of this. Coached agent to leave on TTY if keep hearing TTY tones. Coached agent that if hearing TTY tones, there is a customer on the line and we cannot disconnect. Coached agent on proper disconnect procedures and asked to ring for supervisor in the future.
K64510936	03/27/05	6187F	#05	3 agents disconnected caller. Agent did not respond. Thanked the caller for feedback. Noticed TTY caller came in as branded VCO. No call back needed.	03/27/05	Agent remembered call very clearly. Agent says call came in branded VCO. When agent did not hear anything, agent sent "nbr you are calling to pls" then opened VCO gate to listen but heard only silence. This happened 4 more times, then the customer hung up. Not agent error.
K64511050	03/27/05	6753F	#05	3 agents disconnected the caller. Agent did not respond. Thanked caller for feedback. Noticed that caller came in as branded VCO. No call back needed.	03/27/05	Agent could not remember call. Reviewed proper VCO and disconnect procedures with agent.
K64518628	03/30/05	6088F	#04	After CA dialed out the VCO user typed xxxxxx to try to get her attention. Told customer I would coach the agent. No follow up needed.	03/30/05	Agent was thinking the multiple xxxx's was garbling. Coached agent on this issue.
K64522260	04/01/05	6144	#17	Supervisor #951 from AT and T called in to say that CA 6144 called in to their center and announced relay and asked if they had received a relay call before they stated they would be unable to process a call due to ONI failure (no from number showing up) and the CA just continually asked "have you received a relay call before" for 10 minutes. The AT and T operator then forwarded the call to her supervisor which was #951 who stated the CA's voice tone was very condescending and she just continually repeated this is CA 6144 have you received a relay call before for 10 minutes. They did not appreciate the CA tying up their line all that time nor her tone. Follow up requested.	04/01/05	Not a valid CA nbr for Sioux Falls. Called the customer on 4/1/05 at 9:42 am; informed them that the number was invalid. Customer was satisfied.

Tracking #	Date of Compl.	Agent ID	Cal. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64534510	04/07/05	6177	#25	Customer states that while making a call through SRO the line was disconnected before the conversation was completed. RCS response: Apologized for the problem and assured that the complaint would be sent in so that the problem could be investigated further. No call back requested	04/16/05	Reviewed procedures with agent. Reminded agent to ring for supervisor if necessary.
K64623231	04/16/05	6516F	#09	Customer was mad that the agent read the whole message to the outbound caller. The caller didn't want the agent to read what was typed in parenthesis. Thanked the caller for feedback. Explained to caller that agent was following proper procedures. TTY user requested to be sent to customer service. Supervisor transferred. No call back needed.	04/16/05	Not agent error. Agent followed proper procedures by reading what was typed in parenthesis.
K64634483	04/20/05	6179	#17	TTY customer said that the operator was laughing at her conversation with the nurse on her call. TTY customer had called the office again and the nurse told her what happened on the previous call and that the operator was laughing during the call. Customer said this was very rude and wants it reported. I apologized and told her that we would follow up with the operator. Customer wants follow up.	04/20/05	Customer said she didn't want to leave her name because she was concerned about confidentiality. Customer typed, "I'll tell you my name if the relay operator can keep her mouth shut." CA read it and voice person chuckled. CA typed (laugh). TTY user got angry. CA spoke with supervisor immediately after the call. Supervisor coached CA to ring for supervisor during the call. Customer asked for clarification if it was relay laughing or voice person. CA followed procedures and relayed the question. Voice person said that relay laughed. NOT AGENT ERROR. Called customer at 415 pm on 4/22 explained reviewed procedures with CA on ringing for supervisor, confidentiality and transparency.
K64647020	04/26/05	0000	#26	Customer wants all relay centers to get new computers. There is too much gabbling on the current computers. Thanked caller for feedback. No call back needed.	04/26/05	Spoke with customer regarding the gabbling. Explained that it may be due to the transmission speed or might be static or noise on the line or might be noise in background. Explained different issues affect gabbling and new computers are not needed.
K64647881	04/26/05	6244	#03	Agent did not respond when customer asked how he was doing today, he simply verified the her calling to and this made customer angry. Customer had given 15 minutes of instructions. Thanked caller. No call back needed.	04/26/05	Coached agent to ring for supervisor if customer gets angry.
K64653764	04/27/05	3274m	#24	TTY customer calling to voice user in Canada for the past 3 evenings has received a fast busy. RCS apologized to customer and entered Trouble Ticket 1002521634 code #24. Also tested numbers without using relay and call rang, when using relay RCS received a fast busy. Follow up requested by Account Manager during week nights between 9pm and 10 pm.	04/27/05	Tried to reach customer thru phone. 5/2/05, 5/10/05, and 5/17/05 no answering machine to leave MSG.
K64656681	04/28/05	6143F	#04	SRO customer reports agent did not respond when customer requested male agent customer waited 9 minutes and did not receive any response to the request and finally hung up (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact.	04/29/05	Reviewed proper procedures with agent. May have been technical problem.
K641271952	05/10/05	6488	#17	Agent did not let caller know they were getting supervisor when asked by caller to get one. Also said agent was not responding to questions. Caller upset and would report to California governor's office a list of rude agents. Thanked caller for feedback. Got another agent at caller's request. Said would follow up with agent. No call back needed.	05/10/05	Agent did answer all questions but did not inform caller of getting a supervisor. Reviewed proper procedures with agent.
K643081749	05/16/05	8536M	#06	Way too many misspelled words. CA needs to be retrained or let go. Does not seem to care. Very bad call. What was said to the customer: Assured TTY user that we would make a report and CA would be met with. Apologized for problem to the caller.	05/16/05	CA remembered call clearly. Coached CA to ensure that he take greater care when processing a call in order to minimize typos and spelling errors. Also coached him on the importance of keeping a positive attitude even when it is the end of the day and it is a difficult call.
						Mailed follow up letter on 5/16/05.



Relay SD  
6/04 - 5/05

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	SDT
SERVICE COMPLAINTS																			
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inet.	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	2
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	4	4
#05 Agent Disconnected Caller	0	1	0	0	0	1	1	0	1	1	0	1	1	1	3	0	0	8	8
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	1	5	5
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
TOTAL	0	1	0	0	0	1	1	1	2	8	8	8	8	8	8	8	2	24	24
TECHNICAL COMPLAINTS																			
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Other Technical Type Complaint	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	4	4
VISC COMPLAINTS																			
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1
TOTAL CONTACT	0	2	0	0	1	1	1	3	8	8	8	8	8	8	8	8	2	29	29

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

**SD** **Jun-04**  
**COMMENDATION**

<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	1	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	0	0	0	0
#39 Instructions/General	0	0	0	0	0	0	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	0	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	1	0	0	0
#46 Request Relay Number	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	2	0	0	0

NON-STATE REPORTED

<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	0	2	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:40:55 AM CT

Independence	Jacksonville	Lemoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tucson	CapTel	RCC	SRO	VRS
--------------	--------------	---------	---------	-------	----------	----------	-------------	----------	--------	--------	-----	-----	-----

[illegible][illegible]

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	1	0	0	0	0	0	0	0	0

VRS Sioux Falls, SD -	VRS Austin, TX - 3000	VRS Houston, TX - 3500	VRS St. Paul, MN - 4000	VRS Denver, CO -
-----------------------	-----------------------	------------------------	-------------------------	------------------

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

[illegible][illegible][illegible]

0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
---	---	---	---	---



0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	1



<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0
<b>OTHER CALLS</b>									
#36 Branding/Database entry	0	0	0	0	0	6	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	0	0	0	0
#39 Instructions/General	0	0	0	0	0	9	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	5	0	0	0
#43 Referred to LEC	0	0	0	0	0	1	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	4	0	0	0
#46 Request Relay Number	0	0	0	0	0	2	0	0	0
<b>TOTAL</b>	0	0	0	0	0	27	0	0	0
<b>NON-STATE REPORTED</b>									
<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	0	27	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:40:59 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	2	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	1	0	0	0	2	0	0	0	0	0	0

VRS Sioux Falls, SD - VRS Austin, TX - 3000 VRS Houston, TX - 3500 VRS St. Paul, MN - 4000 VRS Denver, CO -

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

[illegible][illegible][illegible]

0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
---	---	---	---	---



0	0	0	0	0	0
0	0	0	0	0	2

0	0	0	0	0	6
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	9
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	5
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	4
0	0	0	0	0	2
0	0	0	0	0	0

0	0	0	0	0	3

SD

Aug-04

COMMENDATION

All	Account Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke	Honolulu
-----	-----------------	-------------	--------	-------	------------------	--------	---------	----------

Agents	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

## SERVICE COMPLAINTS

#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

## TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0	0	0	0

## MISC. COMPLAINTS

#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0

<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	4	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	2	0	0	0
#39 Instructions/General	0	0	0	0	0	21	0	0	0
#40 Send Information	0	0	0	0	0	1	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	3	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	0	0	0	0
#46 Request Relay Number	0	0	0	0	0	4	0	0	0
<b>TOTAL</b>	0	0	0	0	0	35	0	0	0

NON-STATE REPORTED

<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	0	35	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:41:03 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	1	0	0	0	0	0

VRS Sioux Falls, SD -	VRS Austin, TX - 3000	VRS Houston, TX - 3500	VRS St. Paul, MN - 4000	VRS Denver, CO -
-----------------------	-----------------------	------------------------	-------------------------	------------------

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

[illegible][illegible][illegible]



VRS Seattle, WA -	VRS Portland, OR - 8500	VRS Rochester, NY - 7000	VRS Silver Spring, MD -	VRS Chicago, IL -	TOTALS
-------------------	-------------------------	--------------------------	-------------------------	-------------------	--------

0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	1

[illegible][illegible][illegible]

0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	4
0	0	0	0	0	0
0	0	0	0	0	2
0	0	0	0	0	21
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	3
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	4
0	0	0	0	0	0

0	0	0	0	0	1



<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	3	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	1	0	0	0
#39 Instructions/General	0	0	0	0	0	9	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	1	0	0	0
#42 Equipment Referral	0	0	0	0	0	1	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	0	0	0	0
#46 Request Relay Number	0	0	0	0	0	2	0	0	0
<b>TOTAL</b>	0	0	0	0	0	17	0	0	0

NON-STATE REPORTED

<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	2	17	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:41:07 AM CT

Independence	Jacksonville	Lamoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tucson	CapTel	RCC	SRO	VRS
--------------	--------------	---------	---------	-------	----------	----------	-------------	----------	--------	--------	-----	-----	-----

0	0	0	0	0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0

[illegible][illegible][illegible]

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	1	0	0	0	0	0	0

VRS Sioux Falls, SD - VRS Austin, TX - 3000 VRS Houston, TX - 3500 VRS St. Paul, MN - 4000 VRS Denver, CO -

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

[illegible][illegible][illegible]

0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

0	0	0	0	0

VRS Seattle, WA -	VRS Portland, OR - 6500	VRS Rochester, NY - 7000	VRS Silver Spring, MD -	VRS Chicago, IL -	TOTALS
-------------------	-------------------------	--------------------------	-------------------------	-------------------	--------

0	0	0	0	0	3
0	0	0	0	0	0
0	0	0	0	0	3

[illegible][illegible][illegible]

0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	3
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	9
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	2
0	0	0	0	0	0

0	0	0	0	0	3
---	---	---	---	---	---



<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	2	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	1	0	0	0
#39 Instructions/General	0	0	0	0	0	7	0	0	0
#40 Send Information	0	0	0	0	0	1	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	0	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	1	0	0	0
#46 Request Relay Number	0	0	0	0	0	1	0	0	0
<b>TOTAL</b>	0	0	0	0	0	13	0	0	0

NON-STATE REPORTED

<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	0	13	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:41:11 AM CT



0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	2	0	0	0	0	0	0

VRS Sioux Falls, SD - VRS Austin, TX - 3000 VRS Houston, TX - 3500 VRS St. Paul, MN - 4000 VRS Denver, CO -

[illegible][illegible]

0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

0	0	0	0	0
---	---	---	---	---

[illegible]

0	0	0	0	0	0
0	0	0	0	0	1

0	0	0	0	0	2
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	7
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	1
0	0	0	0	0	0

0	0	0	0	0	2
---	---	---	---	---	---



<b>TOTAL</b>	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>	0	0	0	0	0	0	0	0	0
<b>OTHER CALLS</b>									
#36 Branding/Database entry	0	0	0	0	0	7	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	2	0	0	0
#39 Instructions/General	0	0	0	0	0	10	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	7	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	1	0	0	0
#45 Other	0	0	0	0	0	3	0	0	0
#46 Request Relay Number	0	0	0	0	0	2	0	0	0
<b>TOTAL</b>	0	0	0	0	0	32	0	0	0
<b>NON-STATE REPORTED</b>									
<b>TOTAL</b>									
<b>TOTAL CONTACTS</b>	0	0	0	0	0	32	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:41:15 AM CT

Independence	Jacksonville	Lemoore	Lubbock	Miami	Moonhead	Pulaski	Sioux Falls	Syracuse	Tucson	Capitol	SSC	SSS	VPS
0	0	0	0	0	0	0	7	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	7	0	0	0	0	0	0

[illegible]

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	8	0	0	0	0	0	0

VRS Sioux Falls, SD -	VRS Austin, TX - 3000	VRS Houston, TX - 3500	VRS St. Paul, MN - 4000	VRS Denver, CO -
-----------------------	-----------------------	------------------------	-------------------------	------------------

[illegible][illegible]